

**LOUISIANA TECHNOLOGY INNOVATIONS FUND - PROGRESS REPORT**

**March 8, 2004**

**I DEPARTMENT/AGENCY**

Division of Administration/Office of Electronic Services

**II PROJECT TITLE**

Louisiana e-Government Portal  
LTIF Log No.: 02-011

**III PROJECT LEADER**

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**IV DESCRIPTION OF THE PROJECT**

This project has established an enterprise level State e-Government Portal focused on ensuring that Louisiana can meet the increasing demands of its constituents for immediate, comprehensive access to state government. The project includes:

- A hardware/software infrastructure to host the State Portal and extensible to agency web sites in a platform consistent with the enterprise security architecture standard.
- An operational e-Government Portal.
- A content management system allowing agencies to better manage their information assets.
- A Citizen relationship management system ensuring that needs and concerns of users of the state portal are addressed accurately, timely, and consistently.
- An Enterprise Search capability that can be utilized by all state agencies.
- Integration of eServices using eCommerce capabilities of the software infrastructure
- Four agency web sites demonstrating the applicability and effectiveness of the portal platform as a statewide resource.

**V PROJECT STATUS**

A. Brief Summary

Originally, the portal project was planned to be 100% complete at this time. At this time 95% of the original goals have been met, however, additional capabilities have been incorporated that extend the Portal solution beyond its original expectations. These additional capabilities fall primarily in the area of common portal infrastructure to allow agencies to offer online services both efficiently and securely.

The following summarizes the status those activities that have been completed:

1. The Content Management system was established as a product standard in June, 2002 and subsequently implemented in September 2003. This element of the portal project is fully available at this time and is supporting the Portal development.
2. The Citizen Relationship Management software, Ask Louise, was launched operationally in July 2003. This element of the portal project is fully operational.
3. The Enterprise Search capability has been established as a line of service based on the Verity Infoseek search engine. Enterprise search has been tuned to support the increased demand of the Portal and is fully available at this time. Several agencies are currently utilizing the Search line of service.
4. A design firm worked with OES personnel to establish the portal graphic design and the initial Portal styleguide. These have been available since March 2003 and were utilized in the competitive selection of the Portal developer under the CSSA. This level of design greatly facilitated fastracking the portal implementation.
5. This Portal developer selection was handled under the Web area of the CSSA. Six of the ten CSSA Web Tier 1 qualifiers competed for the Portal initiative. This activity was initiated in March 2003 immediately after the Tier 1 CSSA contracts for the Web area were in place. IEM was selected in May 2003 and began work in June 2003.
6. An Invitation to Bid (ITB) process was used through the Office of State Purchasing to set the state standard for Application Platform Suite (APS). Because this is the software baseline required for the Portal, the final portal design and implementation was dependent on selection of this standard. Using the ITB, the IBM Websphere product family was selected in May 2003 as the state standard for APS and the appropriate components of that product line for the Portal were acquired when the contract became effective in June 2003.
7. A Memorandum of Understanding was executed with Louisiana Technology Park to provide the hardware hosting required for the portal. This hardware is in place and available to support the development activities of the Web Developer to be selected through the CSSA process.
8. The IBM Websphere software necessary to host the development, test and production environments for the Portal was acquired in July 2003. The Portal developer, IEM, installed the Websphere software components on the servers at Technology Park and on the OES development desktops at Division of Administration.
9. OES is worked with Louisiana Department of Economic Development and the Governor's Office to incorporate the Choose Louisiana initiative as a key theme for the Louisiana.Gov Portal.
10. A comprehensive Payment Gateway Portal component was acquired and may be utilized as a portal web service by any state agency to collect funds or make payments using a variety of electronic payment methods supported by the State Treasurer.

11. The detail design and initial implementation of the State Portal was completed in September, 2003. In October and November 2003 the portal was integrated with other state web resources and subjected to extensive testing. The Portal was declared ready for launch in mid-November and was brought online at the end of November 2003. The official roll-out of the portal occurred, in concert with a press release, on December 2, 2003.

12. The Louisiana.gov Portal was updated to reflect the administration changes effective January 12, 2004.

13. Work on the infrastructure for participating agency web sites began in October. This infrastructure has been completed and a prototype of one agency has been demonstrated. The remaining web sites will be completed in April 2004.

14. eCommerce integration, began in September 2003. This will also be completed in April 2004. The Payment Gateway implementation and portal hosting for agencies using the eLicense regulatory licensing system have been completed. Migration of the remaining Louisiana E-Mall storefronts to Technology Park will be accomplished in April.

B. Problems Encountered/Action Taken or Planned

- No technical problems have been encountered
- There were schedule delays early in the project because of dependencies upon two external activities; (1) Use of CSSA to select the portal development contractor and (2) selection of the Application Platform Suite product standard. OES took action to minimize the overall impact of these delays, resulting in a successful launch of Louisiana.gov in November 2003.

C. Major Milestones

Development Contractor On Board

Original -	June 2002
Actual -	June 2003

Hosting Environment (with APS)

Original -	June 2002
Actual -	August 2003

Content Management In Place

Original -	September 2002
Actual -	August 2002

Citizen Relationship Management In Place

Original -	September 2002
Actual -	July 2002

Enterprise Search Selected & Activated

Original -	September 2002
Actual -	July 2002

Portal Deployed

Original -	November 2002
November -	November 2003

VI COST VS. BUDGET

	<u>Category</u>	<u>Budgeted</u>	<u>Actual</u>	<u>Projected Surplus</u>
A.	Equipment	\$137,000	\$ 70,930	0
B.	Software	\$464,390	\$249,200	0
C.	Telecommunications	0		
D.	Professional/Contract Services	\$366,00	\$354,840	0
E.	Other Costs	\$ 31,200	\$ 11,815	0
	<b>Total Project Cost</b>	<b>\$998,590</b>	<b>\$686,785</b>	<b>0</b>

**VII ITEMIZED EXPENSES AND FINANCIAL OBLIGATIONS INCURRED DURING THIS REPORTING PERIOD**

A.	Vendor Product Description - Order Number- Amount -	IEM Portal Development Contract Extension 599080 \$30,380
B.	Vendor Product Description - Order Number- Amount -	Dell Application Servers 3631222 \$19,389
C.	Vendor Product Description - Order Number- Amount -	Dell Database Server 3631194 11,477
D.	Vendor Product Description - Order Number- Amount -	Dell Server Maintenance 3638343 \$3,132
E.	Vendor Product Description - Order Number- Amount -	Software House Java Bridge Software 3651926 \$3,750
F.	Vendor Product Description - Order Number- Amount -	Global Data Cisco Server Switch 3644177 \$776
G.	Vendor Product Description - Order Number- Amount -	Global Data Cisco Firewall 3648655 \$7,422

H.	Vendor	Global Data
	Product Description -	Cisco Firewall
	Order Number-	3656023
	Amount -	\$650
I.	Vendor	Software House
	Product Description -	Desktop Development Software
	Order Number-	3623388
	Amount -	\$1,936
J.	Vendor	Innovate
	Product Description -	Payment Gateway Installation Services
	Order Number-	3607492
	Amount -	\$11,750